

FIG. 1

| $\neg$        | ACTION    | FROM         | TO           | DATA                 |
|---------------|-----------|--------------|--------------|----------------------|
|               | CALL      | CALLER 150   | SW SYS 101   | DN #1, ANI           |
| _             | QUERY     | SW SYS 101   | SCP SYS 102  | DN #1, ANI           |
| $\overline{}$ | QUERY     | SCP SYS 102  | NET RP 103   | DN #1, ANI           |
| $\overline{}$ | RESPONSE  | NET RP 103   | SCP SYS 102  | LABEL #1             |
|               | RESPONSE  | SCP SYS 102  | SW SYS 101   | SW/ TNK #1, DNIS #1  |
|               | CALL      | SW SYS 101   | PLATFORM 104 | DNIS #1, ANI         |
|               | PROMPT    | PLATFORM 104 | SW SYS 101   | AUDIO MESSAGE        |
| $\Box$        | PROMPT    | SW SYS 101   | CALLER 150   | AUDIO MESSAGE        |
|               | ENTRY     | CALLER 150   | SW SYS 101   | CALLER INFO          |
|               | ENTRY     | SW SYS 101   | PLATFORM 104 | CALLER INFO          |
|               | CALL      | PLATFORM 104 | SW SYS 101   | DN #2, TRACK #       |
|               | TRANSFER  | PLATFORM 104 | SCP SYS 102  | TRACK #, ANI, CALLER |
|               |           |              |              | INFO                 |
|               | QUERY     | SW SYS 101   | SCP SYS 102  | DN#2, TRACK #        |
|               | QUERY     | SCP SYS 102  | DEST RP 111  | ANI, CALLER INFO     |
|               | RESPONSE  | DEST RP 111  | SCP SYS 102  | LABEL #2             |
|               | RESPONSE  | SCP SYS 102  | SW SYS 101   | SW/TNK #2, DNIS #2   |
|               | CALL      | SW SYS 101   | DEST SYS 112 | DNIS #2, ANI         |
|               | TRANSFER  | DEST SYS 112 | SW SYS 101   | 8*                   |
|               | TRANSFER  | SW SYS 101   | PLATFORM 104 | 8*                   |
|               | DIAL TONE | PLATFORM 104 | SW SYS 101   | DIAL NUMBER          |
|               | DIAL TONE | SW SYS 101   | DEST SYS 112 | DIAL NUMBER          |
|               | CALL      | DEST SYS 112 | SW SYS 101   | DN #3                |
|               | CALL      | SW SYS 101   | PLATFORM 104 | DN #3                |
|               | CALL      | PLATFORM 104 | SW SYS 101   | DN #3, TRACK #       |
|               | QUERY     | SW SYS 101   | SCP SYS 102  | DN #3, TRACK #       |
|               | QUERY     | SCP SYS 102  | DEST RP 121  | ANI, CALLER INFO     |
|               | RESPONSE  | DEST RP 121  | SCP SYS 102  | LABEL #3             |
|               | RESPONSE  | SCP SYS 102  | SW SYS 101   | SW/TNK #3, DNIS #3   |
|               | CALL      | SW SYS 101   | DEST SYS 122 | DNIS #3, ANI         |

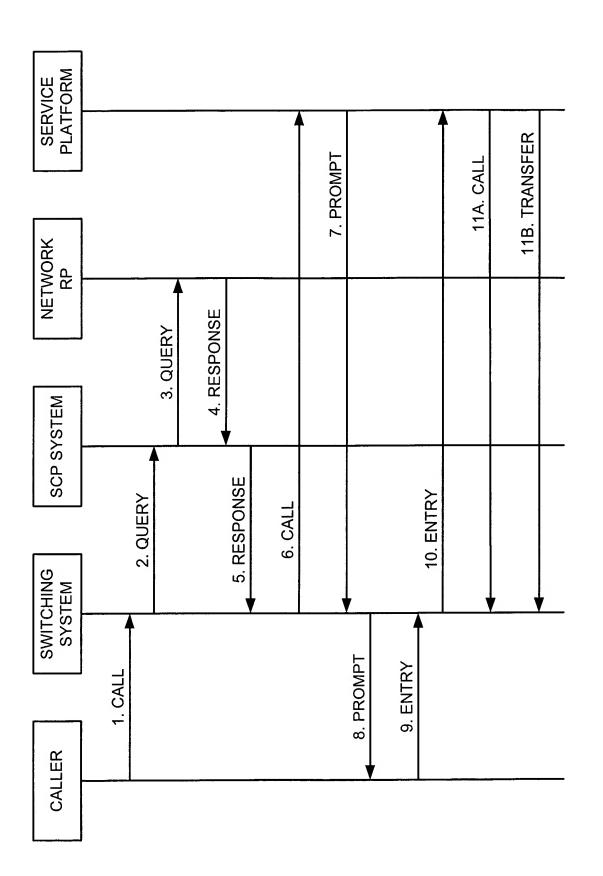


FIG. 3

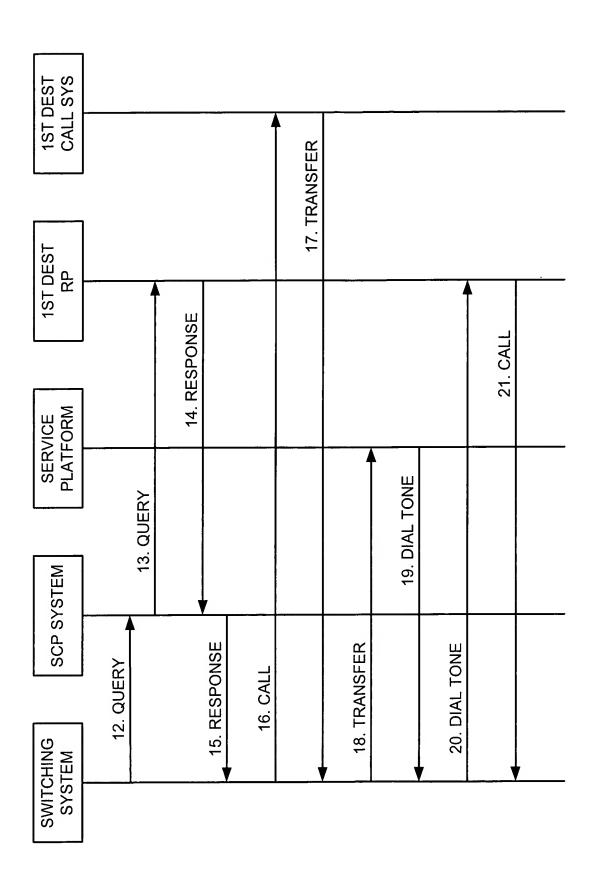


FIG. 4

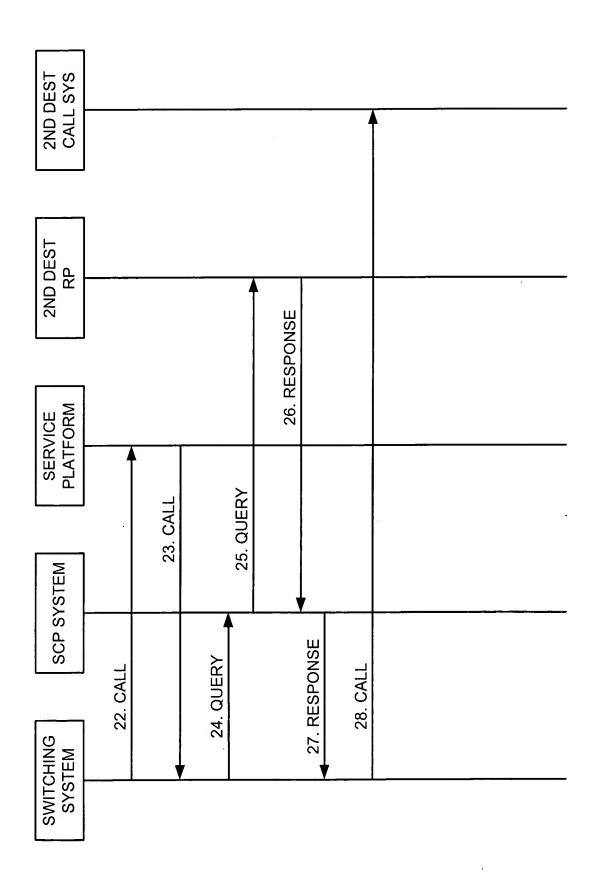


FIG. 5